

INTRODUCTION

This position is located in a field Sector office of the Animal Care program. The incumbent serves as secretary and office assistant to the Assistant Sector Supervisor and provides clerical support to two Animal Care Specialists. The incumbent relieves the supervisor of a wide variety of important clerical and administrative tasks.

A. DUTIES:

Receives telephone calls and visitors seeking information relating to all aspects of the Animal Welfare and Horse Protection Programs. Personally takes care of many matters and questions such as advising whether the agency has jurisdiction over the individual's request, provides the necessary information if applicable, or directs each caller to Supervisor, Animal Care Specialist or appropriate field employee.

Maintains calendar and commits the supervisor's time for appointments, meetings, and conferences. Briefs the supervisor on matters to discuss and locates and assembles necessary background material. Prepares agendas for conferences and meetings. Follows through on commitments made and makes adjustments for conferences including space, time, and people. Attends conferences and meetings and prepares reports of the proceedings.

Reviews incoming correspondence, reports, and other materials. Refers to the supervisor or appropriate Animal Care Specialist items of importance requiring his/her attention such as: FOIA requests and inquiries from the public, humane organizations and industry on Animal Welfare and Horse Protection Programs, congressional and controlled correspondence, variance requests, alleged violations, and licensing of Designated Qualified Persons associations. Follows up as necessary to assure that proper action is taken within prescribed time limits.

Reviews outgoing correspondence, reports, and other materials and, when necessary, edits or redrafts correspondence and other materials to improve organization, structure, and clarity. Prepares routine correspondence of a non-technical nature such as: inquiries on program duties and functions, employment information, weekly itineraries, and publication requests. Reviews correspondence and documents prepared for signature of supervisor for conformance with regulations, grammar, format, and special policies of the staff. Ensures that all such documents are correct in these respects. On own initiative, returns such communications to the originator for corrections when not in conformance with known policies or correspondence regulations. Gives

advice and instructions through discussions with author to obtain higher degree of compliance with general REAC policies and with correspondence regulations.

Establishes and maintains necessary files, records, and publications. Reviews various types of material such as industry publications, humane society reports, information service news clippings, memorandums, and directives to ascertain any item in which the supervisor or Sector office has interest and which they should see. Marks and refers such items to appropriate person.

Types correspondence, in draft and in final form, from assembled and handwritten materials of various sources; types regulations, notices, memoranda, etc. Types routine office letters in final form from rough drafts. Incumbent is responsible for making changes in wording of a non-technical nature for better clarity of expression. Insures that all necessary supplemental material is properly assembled and enclosed.

Arranges conferences involving heads of other veterinary organizations, representatives of State governments, and other high officials in government. This entails preparation of agenda, notification of individuals, ordering necessary equipment, informing staffs and parts of the organization in which the visitors will be visiting, selecting materials that will be discussed with the individuals and personally giving them general background information about REAC and its relationship to the Department of Agriculture. This includes directing such visitors to the appropriate arranged meetings. Maintains follow-up to ensure the visitor has obtained the appropriate information they desire.

Prepares requisition forms for supplies and services for the office and necessary forms required for proper payment for purchase orders, magazine subscriptions, etc.

Makes travel arrangements and prepares travel vouchers and all associated forms and documentation for domestic and/or foreign travel for supervisor and Animal Care Specialists.

Receives itineraries, weekly activity reports, requests for leave, etc. from field personnel. Obtains necessary approval/signature from supervisor. Prepares time and attendance reports for Sector personnel; maintains T&A files, responds to Leave Error reports from NFC, prepares AD-581 (Lump Sum leave form) when employee is separated; and answers any questions from field personnel regarding time and attendance policies and procedures.

B. EVALUATION FACTORS:

1. Knowledge Required by the Position:

Knowledge of the duties, responsibilities, commitments, goals, and priorities of the supervisor sufficient to set up meetings and conferences, attend meetings and prepare reports of proceedings when required, arrange travel and accommodations, receive and handle callers and visitors, exchange information with counterparts in other offices, receive and handle incoming mail, and procure office supplies and services.

Knowledge of the Animal Welfare and Horse Protection Acts and associated requirements, policy, and procedures sufficient to establish and maintain office files, retrieve and assemble information and documents from the files, and review and ascertain items in publications and literature in which staff is interested.

Knowledge of grammar, spelling, punctuation, sentence structure, various formats, clerical procedures, and report requirements sufficient to review outgoing materials for adequacy, and to sign routine correspondence of a non technical nature.

Knowledge of current work issues and status of projects sufficient to compose routine, non technical correspondence on a variety of administrative and program matters.

Knowledge of rules associated with maintenance of Time and Attendance Records.

Skill in typing material from handwritten drafts and edited copy. A qualified typist is required.

2. Supervisory Controls:

The incumbent works under the supervision of the Assistant Sector Supervisor, Animal Care. The Supervisor establishes the overall objectives of the work based on the priorities and needs of the office. Incumbent has full responsibility for the clerical operations with little or no supervision. The incumbent plans and carries out the day-to-day tasks independently, referring only very unusual problems or questionable matters requiring professional decisions to supervisor, secretary to the Sector Supervisor, or other staff member. Incumbent must often make decisions independently, taking actions based on judgment, initiative, and in accordance with established policies.

3. Guidelines:

In addition to guidelines such as dictionaries, style manuals, and Agency instructions, guidelines for this position include standing policies, instructions, and rules of thumb established by the supervisor. The incumbent interprets and adapts these guidelines to specific situations. The incumbent also analyzes results, recognizes the need for changes, makes changes, or recommends

changes. However, much of the time the incumbent must simply rely on personal judgment to carry out the work in the most effective manner.

4. Complexity:

The incumbent coordinates and controls clerical and administrative work not only for the Assistant Sector Supervisor but for the Animal Care Specialists as well. Many internal procedures, reports, and administrative controls are required to coordinate the work of all the field personnel. The incumbent must identify and understand the interrelationships between the various procedures and controls; between the various operations of the different offices of REAC; and between the operations of the office and the various public and private groups interested in the Animal Welfare and Horse Protection programs. The internal procedures for tracking the progress of many projects are numerous and time consuming.

5. Scope and Effect:

The purpose of the work is to relieve the immediate supervisor of administrative and miscellaneous office work so he/she can concentrate more intensively on field activities, program review, and development of policy, procedures, and regulations for more effective enforcement, plus development of regulations and standards. The successful accomplishment of the work affects the accuracy, timeliness, and reliability of reports and correspondence required of the Assistant Sector Supervisor and Animal Care Specialists, and the office support provided to the field personnel relative to the Animal Welfare and Horse Protection Acts. The Assistant Sector Supervisor and Specialists are the main points of contact for the field personnel and this position is who contact would frequently be with. The secretary must use a great deal of tact in dealing with people within and outside the Agency since this program is surrounded by much public concern, controversy, and/or industry opposition and constantly open to criticism by the media and other interested groups.

6. Personal Contacts:

Contacts are with other Sector offices, Headquarters staff, field personnel, and officials within APHIS, other Federal agencies, and members of regulated industries and corporations, licensees and registrants, news media members, humane societies and members of Congress, and the general public.

7. Purpose of Contacts:

The contacts are to exchange information, provide information and clarify facts, and coordinate work efforts, in the form of correspondence and personal contacts to enforce the purpose and intent of the Animal Welfare and Horse Protection Acts.

8. Physical Demands:

No special physical qualifications are required to perform the work. The work requires the ability to move around the office and carry light items such as office files.

9. Work Environment:

The work is performed in a typical office environment.